

## Jefferson County Public Health – Planned Performance Measures 2013 On- Site Sewage (OSS) & Septic Operations and Monitoring (O&M) Programs

**MISSION:** The mission of the Onsite Sewage Program is to minimize the threat of surface and ground water contamination from failing or improperly designed, installed or maintained onsite sewage systems. The mission of the Operation and Monitoring Program is to protect public health by ensuring onsite sewage systems are monitored, identify failures, and items that may lead to costly premature failures of OSS that contaminate ground and surface waters.

Goal	Objective	Task	Performance Measure	2010 Actual	2011 Actual	2012 Actual	2012 Projected	2013 Projected
<b>Goal 1:</b> Educate homeowners, builders, real estate personnel, banks, installers, designers and onsite system maintenance personnel in the proper operation and maintenance of onsite sewage systems.	Develop written informational materials and conduct workshops for the public addressing OSS operation and maintenance, program incentives for initial inspection, installation of monitoring access risers and homeowner inspection program.  Provide training to community groups to increase awareness of OSS regulatory requirements	Conduct OSS operations and maintenance needs and requirements workshops for homeowners & professionals	# of workshops and presentations	19	4	4	8	15
		Issue Press Releases about OSS training opportunities and general OSS info.	# of Press Releases provided	--	--	--	4	4
		Create OSS operation and maintenance information to be included in Monitoring Inspection reminders	Statements/info created	--	--	--	2	2
<b>Goal 2:</b> Assure a high quality- onsite sewage system monitoring program.	Send Monitoring Inspection Reminders to property owners.	Create and send inspection reminders	# of reminders sent	--	--	--	--	3,000
		Develop procedure and standards to triage reports with corrective actions required.	% of OSS receiving monitoring inspection	3.4	3.4	--	2.8	4.4
	Assure Local Sewage Management Plan is consistent with current status and practices.	Review reports, triage, send follow-up letters/notices	Pass/Fail	--	--	--	--	PASS
		Review reports, triage, send follow-up letters/notices	# reports reviewed	463	469	--	300	600
		Update Local Sewage Management Plan to reflect progress and needed change	# follow-up letters sent	--	--	--	--	90
			Pass/Fail	--	--	--	--	PASS

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Goal	Objective	Task	Performance Measure	2010 Actual	2011 Actual	2012 Actual	2012 Projected	2013 Projected
<b>Goal 3:</b> Assure high quality customer service.	Improve tracking and time accounting for building permit application activities.	Review building permit applications and document communication with client w/in 14 days of application receipt.	% Building permit apps reviewed within 14 days.	--	--	--	--	70%
	Assure communication with applicants regarding building permit application status.		% of cases that require additional info from applicant.	--	--	--	68%	65%
<b>Goal 4:</b> Investigate complaints and action requests in a timely manner to reduce the threat of human contact with untreated wastewater.	Utilize existing data systems to track action requests and complaints <sup>1</sup> .	Develop system to quantify response time for complaints within 30 days.	Pass/Fail	--	--	--	--	PASS
			Pass/Fail	--	--	--	--	PASS
		Create a report to track response time.	% OSS complaints investigated within 30 days.	--	--	--	90%	90%
<b>Goal 5:</b> Document all onsite sewage systems in Jefferson County.	Identify previously unknown onsite sewage systems	Complete sanitary surveys to move sites served by OSS from unknown to known status.	# of systems identified	69	100	--	35	100
			% of estimated existing 13,500 systems identified.	73%	74%	75%	76%	78%
<b>Goal 6:</b> Implement the Homeowner Inspection Program adopted in code revisions May 2012 to comply with monitoring requirements under WAC 246-272A.	Establish Homeowner Authorization program	Complete database upgrade incorporating all elements of Homeowner inspection Authorization.	Pass/fail	--	--	--	--	PASS
	Establish online portal for monitoring inspection report submittal.	Link database to online report portal	Pass/fail	--	--	--	--	PASS
	Establish access to training programs (Septics 101 and 201) for homeowners to obtain authorization to complete monitoring inspections.	Provide trainings and link to online trainings.	# of homeowners who take in person and online trainings	--	--	--	100	200
		Respond to requests for authorization to inspect by homeowners	# of homeowners authorized # of homeowners that submit inspection reports.	-- --	-- --	-- --	50 20	100 50

<sup>1</sup>Complaints include all reports from the public and others regarding onsite sewage issues. These range from reports of someone parking or driving on their drainfield, living on property without a permitted septic system to surfacing sewage.

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**SUMMARY OF KEY FUNDING/SERVICE ISSUES:** Tracking will be done with existing data systems to evaluate effectiveness of permitting and monitoring programs. Ongoing O&M activities will be funded through state and federal grants as well as the ‘filing’ fee that is submitted with monitoring inspection reports. Implementation will focus on implementing the code revisions adopted in May 2012 to allow homeowners to be trained, complete monitoring inspections and report results to meet state requirements for assurance that OSS system are functioning properly. Follow-up with homeowners on inspection results is critical to the understanding of how systems work and why maintenance and proper operation is important. A system for correspondence and follow-up is under development. We will conduct community outreach to increase awareness of the new requirements. An incentive program to assist homeowners in completing inspections and install access risers and monitoring ports will be available in 2013.

Identification of previously unknown onsite sewage systems is ongoing as part of a project in the Marine Recovery Area (MRA) along the Hood Canal. The project will move forward the work identified in the Local Onsite Sewage Management Plan. The state requirement that all unknown systems be identified by 2012 was not met but we are pursuing the goal as resources permit.

The Local Management Plan update will be completed in 2013.

Onsite sewage permitting and staffing has declined due to the economic downturn of the past several years. The number of permits received dropped significantly in 2011 and 2012 from previous years. The team continues to strive to maintain effective communication with our clients and partners (other state and local departments) to effectively manage workload and requests for information while diligently reviewing and enforcing county code and policies.

Training and Round Table meetings continue on a regular basis with professionals certified by JCPH. These meetings assist in improving the quality of submittals and offer an opportunity to resolve questions about the codes and challenging site conditions.

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PROGRAM VITAL STATISTICS	2008 Actual	2009 Actual	2010 Actual	2011 Actual	2012 Projected	2013 Projected
Number of systems repaired/upgraded	32	32	37	31	38	40
Percent of system failures less than 5 years in use	0	0	0	0	0	0
Number of complaints received	42	43	52	36	50	45
Number of complaints closed	24	19	33	25	32	30
Number of septic permit applications submitted <sup>1</sup>	231	169	158	118	120	140
Number of evaluations of existing system (EES)	295	255	463	469	300	600
Percent of existing systems receiving regular 3 <sup>rd</sup> party monitoring. <sup>2</sup>	2.2%	1.8%	3.4%	3.4%	2.8%	4.4%
# of previously unknown systems having a monitoring inspection	15	9	10+ 59 <sup>5</sup>	15+85 <sup>5</sup>	35	100
Percent of monitoring inspections resulting in some maintenance needed.	29%	28%	56% <sup>4</sup>	68% <sup>4</sup>	29%	30%
Percent of monitoring inspections resulting in required significant maintenance or repair.	12.5%	16%	18.7%	12.4%	15%	15%
Percent of failures/major maintenance	<2%	<2%	<2%	<2%	<2%	<2%
Number of educational workshops	6	5	19	4	15	15
Number of workshop participants	239	102	355	156	250	450

<sup>1</sup>Number of applications does not equal approved permits, it includes cases created from monitoring inspection where no information was on file.

<sup>2</sup>Based on estimated 13,500 systems in the County (from the Local Sewage Management Plan)

<sup>3</sup>Represents cases created only as a result of a monitoring inspection consistent with past years. Additional systems were identified through sanitary surveys but do not get a full inspection and were not counted in this category.

<sup>4</sup>Includes inspections where the only maintenance item identified was that the tank needed to be pumped. Previous years did not include this maintenance item.

<sup>5</sup>15 systems were identified and observed via regular monitoring inspections, 85 systems were identified (and had some level of observation) via sanitary surveys and are sites where no previous records exist. A regular monitoring inspection will not be required unless problems are identified, the property sells or application is made for a building permit.